

Rowlett Public Library Hotspot Lending Policy

A hotspot is a Wi-Fi device you can use to connect a mobile-enabled device, such as a laptop, smartphone, or tablet, to the internet. Internet service relies on cell tower technology and coverage. Service outside the continental United States is prohibited; any fees associated with use outside of this area will be the responsibility of the borrower. User experience can vary based on location. Each loan of a hotspot will consist of the mobile wireless hotspot device itself, as well as its power adapter and case. When a patron borrows a mobile hotspot, the patron's use of the equipment is available under the following terms and conditions. These terms and conditions are in addition to standard Library policies.

To borrow a hotspot, patrons must be 17 years of age or older and have a Rowlett Public Library card in good standing (fines and fees not totaling more than \$5). At the time of checkout, the borrowing patron must present a valid government issued photo ID. Upon checkout, Library staff will confirm, in the presence of the borrowing patron, that all items are present in the hotspot kit. The patron must sign the Library's Hotspot Patron Agreement Form before a hotspot can be checked out. Only one hotspot per household may be borrowed at a time. The loan period for the hotspot is 21 days with no grace period and no renewals. When a hotspot is returned, the returning patron may check out another if there is one available.

The Library will accept holds on hotspots. Patrons will be notified by their preferred contact method when their hold is ready for pick-up. Patrons will have 72 hours from the time of this notification contact to check out the hotspot. Afterwards, it will be released to the next patron. This hold period may be extended at the discretion of the Library.

Overdue hotspots will be deactivated at closing on the day the hotspot is due. **Overdue fines will accrue at \$1.00 per day (as of 10/1/2022).** Patrons are not permitted to return the hotspot to the Library's book drop. Hotspots must be returned directly to a Library staff member, who will verify that all components of the hotspot are accounted for before checking it in from the borrowing patron's account. The hotspot will not be considered returned until all components of the hotspot are returned. The borrower assumes full responsibility for the cost of repair or replacement if the hotspot is lost, stolen or damaged.

Replacement Costs:

- Franklin Wireless T9 Hotspot - \$90 plus a \$5 processing fee
- MiFi Jetpack Hotspot - \$199 plus a \$5 processing fee
- Power adapter - \$10
- Case - \$10

Borrowers who are late in returning hotspots multiple times, damage the equipment, or return the hotspots to the book drop instead of a staff member may lose borrowing privileges, at the Library's discretion.

By borrowing and using the Library's hotspot, the user agrees to hold the Library and its staff harmless from any and all claims, losses, damages, obligations, or liabilities, directly or indirectly, relating to the use of the Library's hotspot and internet access provided. The Library is not responsible for information accessed using this device or for personal information that is shared over the internet or for information or websites accessed. Hotspot users are encouraged to follow safe internet practices.

Deliberate altering of any files or modifying the configuration of Library-owned equipment is strictly prohibited.

Hotspots must be kept in a temperature-controlled environment (not left in vehicles or in extreme temperatures).

Unlawful use of the internet or use that violates the Library's Public Computer and Wireless Internet Access policy (as described in section VII of the Library's Policy Manual) is prohibited and may result in the loss of privileges.

For assistance in the operation of the Library's hotspots, borrowers may call the Library's Reference Desk during normal business hours or the customer support number included with the hotspot.